

IN THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the Application:

LISTING OF CLAIMS:

1. (Currently amended) A computer program product for backtracing network performance, the computer program product comprising a computer usable medium having computer readable code thereon, including program code comprising:

instructions for causing a processor to perform as a web monitor, said web monitor capturing a source address of a packet received from a network and intended for a web site, said web monitor performing a network backtrace on said source address to trace the network routes back to said captured source address; and

instructions for causing said monitor to observe the performance of the network on the path from said source address to said website experienced by actual users; and

instructions for causing a processor to perform as a client, said client collecting and processing data resulting from said network backtrace to provide an indication of the network quality of service the web site is experiencing for the routes being used to access said web site, said client presenting results of said processing.

2. (Original) The computer program product of claim 1 further comprising instructions for causing a processor to access a database, said database storing data captured by said web monitor

3. (Original) The computer program product of claim 1 further comprising instructions for causing said client to perform a reporting function.
4. (Original) The computer program product of claim 1 further comprising instructions for causing said client to perform an administrative function.
5. (Original) The computer program product of claim 1 wherein said backtrace extends to a system selected from the group consisting of an end-user machine, a firewall and a router.
6. (Original) The computer program product of claim 1 further comprising instructions for causing a processor to capture a plurality of packets, for identifying SYN packets within said plurality of packets, for extracting source addresses from said SYN packets, and for extracting destination addresses from said SYN packets.
7. CANCEL
8. CANCEL
9. (Original) The computer program product of claim 1 further comprising instructions for causing said product for backtracing network performance to include a plurality of intervals.
10. (Original) The computer program product of claim 9 wherein one of said intervals comprises a write interval.
11. (Original) The computer program product of claim 9 wherein one of said intervals comprises a trace interval.

12. (Original) The computer program product of claim 9 wherein one of said intervals comprises a prune interval.

13. (Original) The computer program product of claim 10 wherein when a user address is new within a write interval said user address is processed as a new user address, and when a user address has already occurred within a write interval a user request counter is incremented.

14. (Original) The computer program product of claim 10 wherein each new address within a write interval is time-stamped.

15. (Original) The computer program product of claim 11 wherein the first time a particular address is captured within a trace interval a traceroute operation is run on said address.

16. (Currently Amended) A method of backtracing network performance comprising the steps of:

capturing a source address of a packet received from a network and intended for a website;

performing a network backtrace on said source address to trace the network routes back to said captured source address;

observing the performance of the network on the path from said source address to said client experienced by actual users.

collecting and processing data resulting from said network backtrace to provide an indication of the network quality of service the web site is experiencing for the routes being used to access said web site; and

presenting results of said collecting and processing.

17. (Original) The method of claim 16 further comprising the step of accessing a database, said database storing data captured by said backtrace.

18. (Original) The method of claim 16 further comprising the step of performing a reporting function.

19. (Original) The method of claim 16 further comprising performing an administrative function.

20. (Original) The method of claim 16 wherein said backtrace extends to a system selected from the group consisting of an end-user machine, a firewall and a router.

21. (Original) The method of claim 16 further comprising the steps of: capturing a plurality of packets; identifying SYN packets within said plurality of packets; extracting source addresses from said SYN packets; and extracting destination addresses from said SYN packets.

22. CANCEL

23. CANCEL

24. (Original) The method of claim 16 wherein when a user address is new within a write interval said user address is processed as a new user address, and when a user address has already occurred within a write interval a user request counter is incremented.

25. (Original) The method of claim 10 wherein each new address within a write interval is time-stamped.

26. (Original) The method of claim 16 wherein the first time a particular address is captured within a trace interval a traceroute operation is run on said address.